

**DISPATCHER I  
DISPATCHER II**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**SUMMARY DESCRIPTION**

Under supervision (Dispatcher I) or general supervision (Dispatcher II) performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying calls for emergency and non-emergency public safety assistance; dispatches appropriate units and coordinates response of emergency personnel; operates a variety of telecommunications equipment including radio, telephone, and computer aided dispatch systems; and performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities. Individuals in this class may also be assigned to perform records functions or parking enforcement duties.

**DISTINGUISHING CHARACTERISTICS**

**Dispatcher I** - This is the entry level class in the Dispatcher class series, which is typically used as a training class. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Dispatcher II level and initially exercise less independent discretion and judgment in matters related to work procedures and methods. While in training, work is usually supervised while in progress and fits an established structure or pattern. After initial training period, only occasional instruction or assistance is provided as new or unusual situations arise, with exceptions or changes in procedures explained in detail as they arise. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions and is at the discretion of higher level supervisory or management staff.

**Dispatcher II** - This is the full journey level class in the Dispatcher class series performing the full range of dispatcher duties. Positions at this level are distinguished from the Dispatcher I level by independent performance of the range of duties, applying well developed program area knowledge, training new employees, and implementing new procedures. Positions at this level are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results. Positions in this class series are flexibly staffed and positions at the Dispatcher II level are normally filled by advancement from the Dispatcher I level.

**REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Receive, classify, and prioritize all incoming calls to the dispatch center including 911 calls and business line calls received from citizens requesting service or information; operate a variety of public safety communications equipment including a 911 emergency telephone equipment, computer aided dispatch systems, and multi-channel radio system.
2. Evaluate response necessary as dictated by a given request for service; determine nature, location, and priority of calls; operate computer aided dispatch system to create calls for service within response criteria guidelines; assign and dispatch appropriate emergency vehicles, equipment, and personnel in accordance with policies and procedures; transfer calls to other appropriate agency in accordance with established procedures; obtain and dispatch other support services as necessary.
3. Maintain contact with all units on assignment through computer aided dispatch; maintain status and location of police field units; maintain computer records of traffic stops and other officer initiated activity.

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4. Retrieve information from local, state, and national computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles, restraining orders, criminal histories, parolees, and other related information; relay information to officers in the field.
5. Operate computer terminals and teletype machine to enter, modify, and retrieve data such as stolen and recovered property, towed and stolen vehicles, missing and unidentified persons, citations, field interviews, driver license and vehicle registration information, and warrants on wanted persons; compose and transmit messages to other agencies.
6. Perform a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities including to organize, process, maintain, update, and route a variety of departmental reports, records, and files; operate and maintain the departmental centralized record keeping systems; make inquiries; enter reports; update individual files; update codes.
7. Perform a variety of general clerical duties in support of the department; compile, maintain, process, and prepare a variety of records and reports; type transcripts from taped interviews; maintain various files; prepare supplemental reports as directed.
8. Operate and maintain Teleminder computer messaging system to notify residents of fire conditions; update phone numbers of residents in specified fire zones.
9. Control the security of the police building; operate and monitor internal security system.
10. As assigned, serve as dispatch and/or records Training Officer for new dispatchers, police officers, and police reserves; train new police officers, police reserves and new dispatchers on communication and records procedures.
11. As assigned, process, evaluate, and distribute police reports and records ensuring that information is released in accordance with related laws and departmental policies.

**Records Assignment**

12. When assigned to Records, perform a variety of duties involved in police records operations including disseminating, maintaining confidentiality, evaluating, copying, and filing police records and reports; process and distribute arrest reports to the District Attorney, juvenile probation offices, and courts in a timely manner; ensure that information is released in accordance with related laws and Police Department policies.
13. When assigned to Records, assist the general public and other agencies at the front counter; provide requested forms; issue parking permits and burn permits; collect fees including parking fees and fees for accident or crime reports; release reports as appropriate; make appointments for and process paperwork for sex and narcotic registrants; perform record checks; provide fingerprinting; accept subpoenas and restraining orders; release vehicles; update press board; respond to complaints and inquiries from the general public including to provide directions and variety of information on department policies and functions; refer inquiries to appropriate agency or department.
14. When assigned to Records, respond to telephone and fax requests from citizens, business, and other agencies; provide assistance and answer questions in response to requests; provide other agencies with criminal history information and reports; transfer calls for service to dispatch as necessary.
15. When assigned to Records, respond to mail correspondence; respond to report requests received from insurance agencies and collect fees; respond to various citizen requests that may or may not require a fee; respond to other agency requests including the sealing of juvenile and adult records,

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subpoenas, and record checks; receive court dispositions of arrests and route to detectives or file with reports; receive evidence dispositions and route to evidence staff member.

16. When assigned to Records, prepare, maintain, compile, and compute Uniform Crime Reporting and other statistics; check entries made by other staff for accuracy, make necessary corrections, and notify staff of proper procedure or error.
17. When assigned to Records, serve as Agency Coordinator for the Department of Justice on matters pertaining to the use of CLETS, NCIC, and DOJ data bases; train departmental personnel on the policies and procedures of CLETS to ensure compliance with DOJ requirements.

**Parking Enforcement Assignment**

18. When assigned to Parking Enforcement, patrol the City to enforce parking laws and regulations; issue parking citations; as necessary, tow and abate vehicles; testify in court as necessary; respond to calls of disabled motorists and assist in moving vehicle; provide the general public with directions and information regarding facilities and services; assist Downtown and Old Town merchants with parking problems including to attend meetings as liaison for the Department; assist Police Officers in providing traffic control including at accidents, road closures, and disabled motorists.
19. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Operations, services, and activities of a public safety telecommunications and dispatch center.  
Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems and multi-channel radio systems.  
Law enforcement and emergency service procedures for responding to and handling reported incidents.  
Techniques of questioning for both emergency and non-emergency calls.  
Methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service.  
Functions of the Police Department and other City Departments.  
Geographic features and locations within the area served.  
English usage, spelling, grammar, and punctuation.  
Modern office procedures, methods, and computer equipment.  
Pertinent federal, state, and local laws, codes, and regulations.  
Methods and techniques of telephone etiquette.  
Methods and techniques of conflict resolution.  
Principles and procedures of record keeping.

**Ability to:**

Respond to and resolve difficult and sensitive citizen inquiries and complaints.  
Effectively communicate and elicit information from upset and irate callers.  
Make independent decisions that affect the safety of public safety personnel, citizens, and property, such as those involved in determining the urgency of requests received and the appropriate action to take.  
Dispatch police units quickly and effectively.  
Think quickly, calmly, and clearly in emergency situations.  
Perform multiple tasks simultaneously.  
Operate a variety of telecommunications receiving and transmitting equipment including radio transmitting communication equipment, teletype equipment, and computer equipment.

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Operate specialized public safety computer systems and applications including the Criminal Justice Information System (CJIS), the National Crime Information Center (NCIC) computer systems, and local CAD/RMS system.

Read and interpret maps and other navigational resources and give directions.

Type and enter data accurately at a speed necessary for successful job performance.

Work under pressure, exercise good judgment, and make sound decisions in emergency situations.

Understand and follow oral and written instructions.

Interpret, apply, and explain applicable federal, state and local policies, procedures, laws, codes and regulations including police records retention and dissemination policies and procedures.

Maintain composure, alertness and concentration while working for extended periods of time.

Compile, maintain, process, and prepare a variety of records and reports.

Deal tactfully and courteously with the public reporting emergencies and seeking information or filing a report.

Listen and comprehend radio transmissions and telephone calls.

Clearly project voice over radio and telephone.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

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**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by successful completion of the basic dispatcher course within specified time period.

**Dispatcher I**

**Experience:**

Two years of increasingly responsible clerical experience that includes customer service in an environment with frequent interruptions.

**Dispatcher II**

**Experience:**

One year of experience comparable to that of a Dispatcher I with the City of Auburn.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid P.O.S.T. Dispatcher Certificate.

Appointment to the parking enforcement requires successful completion of P.O.S.T. 832 P.C. course.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Office and emergency services dispatch center setting with extensive public contact; incumbents are required to work evening, night, weekend and holiday shifts; incumbents may be called back or held over to maintain staffing levels.

When assigned to parking enforcement, field environment; travel from site to site; incumbents may be exposed to noise, dust, inclement weather conditions, and potentially hostile environments; extensive

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public contact.

**Physical:** Primary functions require sufficient physical ability to work in an office and emergency dispatch center setting; stand or sit for prolonged periods of time; occasionally stoop, bend, kneel, crouch, reach, and twist; push, pull, lift, and/or carry light to moderate weights; operate office equipment including use of computer keyboard; requires a sense of touch, finger dexterity, and gripping with hands and fingers; ability to speak and hear to exchange information.

When assigned to parking enforcement, walk for prolonged periods of time; operate assigned equipment and vehicle.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

**Hearing:** Hear in the normal audio range with or without correction.

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*Johnson & Associates*